



Provider Communication

Subject: Claims Incorrectly Returned to Providers	Priority: High
Date: June 10, 2005	Message ID: ACSBNR06102005_2

Dear Provider,

During the months of April and May, ACS incorrectly returned claims to some providers for the following reasons.

1. Member ID Missing/ Invalid
2. Diagnosis Code Missing or Invalid (UB-92 Claim Form Only)
3. Dates of Service Missing or Invalid
4. Admit Hour Missing (UB-92, COS 720)

To correct these issues, ACS will reprocess all claims that were returned to providers incorrectly during the months of April and May. The reprocessing of the affected claims will begin in approximately two weeks and will take an additional two weeks to complete.

ACS and DCH are currently working together to make changes that will permanently fix these two issues. These changes will be in place by June 24, 2005. In the meantime ACS will not be returning claims for the above four issues.